



Improving employee performance through Strengthening training and education levels

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ABSTRACT

Susi Handayani, et al conducted a study entitled Improving Employee Performance Through Strengthening Training and Education Levels (Study at Hotel Mauve Palembang), using a sample of 43 employees of Mauve Hotel Palembang. The results showed that the training variable had a significant effect on employee performance with a tcount value of the training variable (X_2) of $2.040 > t_{table} 2.021$, a significance value of $0.048 < 0.05$. Furthermore, simultaneously the level of education and training has a significant effect on employee performance with $F_{count} 36.678 > F_{table} 3.23$, the significance is less than 0.05 ($0.036 < 0.05$). The better the level of education applied to Mauve Hotel Palembang employees, the higher the employee performance, this is shown from the coefficient that is owned by variable X_1 which is positive.

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INTRODUCTION

At this time the hospitality industry is growing very rapidly, this is because the hospitality industry is a form of trade in services. To realize the progress of the company must be supported by the creation of good performance accompanied by continuous improvement of work results is the most important thing in realizing the progress of the company. Tomasila et al., (2022) suggests that companies can design smart strategies related to increasing employee morale and productivity as a workforce that is well organized and works well in a company. The tourism industry has proven to be an economic activity worthy of contributing to the recovery of the world economy. The manifestation of the government's focus on the tourism industry with Presidential Decree no. 38 of 2005 concerning Supporting the Entire Indonesian Tourism Sector. In line with government regulations that put more emphasis on the tourism industry which makes one of the economic powers a source of foreign exchange, as indicated by the stipulation of the Minister of Tourism and Creative Economy of the Republic of Indonesia No. 52 of 2013 related to the Hospitality Business,

Article 2 states that hotel business standards aim to guarantee service quality and guest satisfaction (Suryani, H., & Arifin, 2021). With efforts to improve the quality of human resources, it is hoped that performance can increase and of course it is good for a business (Tarwiyah & Parma, 2022). Mauve Hotel is a 3 (three) star hotel located in downtown Palembang making it easier for tourists to reach it. The current problem at the Mauve hotel is a decrease in employee performance which causes the room occupancy rate to be unstable. The factor of competitors offering more attractive products and services is one of the reasons for the decline in room occupancy rates. Mauve Hotel is a 3 (three) star hotel located in downtown Palembang making it easier for tourists to reach it. The problem currently being faced by the Mauve hotel is the decline in employee performance which causes the room occupancy rate to be unstable.

Human resource development emphasizes humans as agents of development who have good employee performance, professionalism, skills, competence, creativity, training, and have the ability to utilize, develop, and master an insightful scientific and technological environment, in addition to the ability to implement its management (Muslimat, 2019). Efforts to support employee performance improvement are carried out through education and training activities. The training provided is also expected to help employees improve performance weaknesses and gain experience in doing their jobs with a focus on certain areas of expertise. Mauve Hotel currently has 43 employees, where as an effort to adjust to organizational needs, employees are given the authority and responsibility to complete their respective tasks, which are then controlled at the end of a certain period as an effort to monitor the completion of tasks accompanied by determining the extent to which the organization's performance has been successful.

Onibala et al., (2017) argues that every employee has achievement of work results, both permanent employees and non-permanent employees, the results of these achievements are employee achievements that can improve the quality of the company, therefore a quality workforce is needed, according to the field of duty is superior against competitors in an effort to achieve organizational goals. Shu (2018) argued that to support service quality ensure service quality human resources in this case employees towards guests. Of the 43 Mauve Hotel employees, each has a position and level of education such as management consisting of 4 employees with undergraduate and postgraduate education levels, the purchasing department consists of 4 employees with undergraduate education levels, accounting consists of 3 employees with undergraduate education levels, customer service 4 employees with diploma education level, the repair section consists of 6 employees with diploma and high school education levels, FB Products consists of 7 employees with undergraduate education levels, electrical mechanics consists of 4 employees with diploma and high school education levels, security consists of 4 employees at the high school education level and the driver is 1 employee with a high school education level.

Husaini (2017) argues that human resource management (HRM) is the design of formal systems within an organization to ensure the effective and efficient use of human talent to achieve organizational goals. HRM also involves the design and implementation of the digestive system, staffing, employee development, career management, performance evaluation, employee compensation and good employment relations. Human resource management is part of management science which means managing Situmorang et al., (2020) argues that human resource management is defined as the art of procurement, development and maintenance of a competent workforce to achieve organizational objectives in an appropriate manner effective and efficient, with regards to the use of the most people effectively to achieve organizational and individual goals. performance is the result of the work function of a person or group in a group organization over a certain period of time which reflects how well a person or group fulfills the requirements of a job in an effort to achieve organizational goals, which is influenced by several factors including abilities and skills, knowledge, work design, etc. Husaini (2017) performance is work behavior, namely what is done employee. Performance is the result obtained from the process by setting and being assessed for a certain period based on existing provisions or agreements. Based on the definitions that have

been put forward, it can be synthesized that performance is an affiliation and opportunity from work results. According to Hernidatiatin & Susijawati (2017) argued that having higher education is necessary as a means of developing one's own potential so that one is expected to easily understand the tasks assigned. Pristiwanti et al., (2022) state that education is a conscious and planned effort to create a pleasant learning and learning atmosphere so that students actively develop their potential to have religious spiritual strength, self-control, personality, intelligence, noble character, and the skills needed personal self and society. According to Melmambessy Moses Situmorang et al., (2020) education is an indicator reflects one's abilities to be able to finish something work. Based on the understanding of the level of education that has been put forward, it can be synthesized that students take a means to develop their own abilities in accordance with educational goals. According to Gomes Jumawan & Mora, (2018), (Naufal & Setiawan, 2018) training is every efforts to improve worker performance in a particular job that has become the responsibility of the company. The objectives to be achieved by implementing the training are employee performance improvement. Employee development is more formal in nature where individual abilities and expertise must be prepared for the benefit of employees in get a higher position in the future. Education (2009) stated that the learning process allows employees to do work according to company standards. Based on the definition of job training that has been put forward by experts, it can be synthesized that one of the ways to improve quality along with employee career development is said to be job training.

Fandi Mandang et al., (2017) conducted research entitled Level of education and training on the performance of employees of PT. BRI (Persero) Tbk Manado branch, research results stated that education and training have an influence on the performance of employees of PT. BRI Manado Branch. Research by Hadjri & Perizade, (2019) with the title Effects of education and training on the performance of Bank Sumsel Babel Syariah employees. The results of the study stated that the performance of Bank Sumsel employees was influenced by education and training. Hidayat, (2017) conducted research entitled The Effect of Education and Training (education and training) on employee performance at Bank BPR Rokan Hulu, the research that has been conducted has resulted in employee performance being influenced by education and training training. According to Masruhin (2018) through his research entitled The role of education and training on the work performance of civil servants at the BPP KKB East Java province. The results of the study stated that the work performance of civil servants in the provincial BPP KKB had the role of education and training. Anggereni (2019) states that the results of the study state that there is a large influence training on employee performance at the District Village Credit Institution Buleleng is shown with a coefficient of determination of 0.706. This matter shows that 70.6% of employee performance is influenced by training. Kurniatama & Waryanto (2022) stated in his research that there was an effect of training on employee performance of 60.1%. Kiayi et al., (2022) through his research stated a 95% confidence level which means that, there is influence from education and training (training) on employee performance. Rosanti, (2019) the results of his research stated that the level of education partially affects employee performance.

Mauve Hotel HRD management organizes several training programs that are expected to motivate and maintain employee performance, this is because training is a means of enabling the provision of skills in order to increase employee capabilities as an effort to support HR quality. Through the research background that has been stated, the author will carry out research on improving the performance of Mauve Hotel employees through strengthening the level of education and training.

RESEARCH METHOD

The research conducted by the author has followed the rules and regulations so that the research can be said to be valid. The main topic of discussion in this study is only problems related to improving the performance of Mauve Hotel Palembang employees. The research location is at Mauve Hotel Palembang which is located in Ilir Timur I Village, Jl. General Sudirman No. 1111A, zip code 30128,

with a population and sample of Mauve Hotel Palembang employees totaling 43 people. The data collection process involves research objects, research subjects, research instruments and data collection techniques. Examples of research instruments in the quantitative approach are questionnaires to measure attitudes, opinions, opinions, perceptions, etc. (Kamaruddin et al., 2023) This study uses data analysis techniques, including: validity test where the use of the instrument is declared valid, if the significance value is ≤ 0.05 , the reliability test states that the reliability test is said to be reliable if Cronbach alpha has a value > 0.70 , normality test, partial test, simultaneous test, multiple linear regression analysis ($Y = a + b_1X_1 + b_2X_2 + e$), correlation coefficient and coefficient of determination. Correlation coefficient using interpretation table:

Table 1. Interpretation of the correlation coefficient (R)

Magnitude of Influence	Connection
0,00 - 0,199	Very weak
0,20 - 0,339	Weak
0,40 - 0,599	Currently
0,60 - 0,799	Strong
0,89 - 1,000	Very Strong

RESULTS AND DISCUSSIONS

The description of the respondent's profile explains the identity of the respondent as an employee of Mauve Hotel Palembang, who has filled out the questionnaire and has returned it. From the results of the questionnaire, it is known that the characteristics of the respondents based on gender, age, education level, and years of service are shown in the following table:

Table 2. Characteristics of respondents based on gender

No.	Description	Total	Percentage
1	Male	23	53,5%
2	Female	20	46,5%
Total Respondents		43	100%

Source: results of data processing

Table 3: Characteristics of respondents based on age

No.	Description	Total	Percentage
1.	19 - 25 years	23	53,5%
2.	26 - 35 years	13	30,2%
3.	36 - 45 years	6	14,0%
4.	46 - 55 years	1	2,3%
Total Respondents		43	100%

Source: results of data processing

Table 4. Characteristics of respondents based on education level

No.	Description	Total	Percentage
1.	S1	8	18,6%
2.	D3	5	11,6%
3.	SMK	10	23,3%
4.	SMA	20	46,5%

Source: results of data processing

Based on the normality test, it is known that each variable can be normally distributed or not using the dependent histogram and the normal p-plot graph, as shown in the following figure

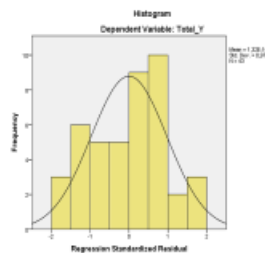


Figure 1. Histogram of the dependent variable

After conducting a partial test (t-test) on the variables studied, it is stated that the level of education has an influence on employee performance, with a significance value of $0.015 < 0.05$ and $t_{count} 2.535 > t_{table} 2.021$, this means the level of education (X1) has an influence on employee performance (Y), training is stated to have an influence on employee performance with a significance value of $0.048 < 0.05$ $t_{count} 2.040 > t_{table} 2.021$, this means job training (X2) has a significant effect on employee performance (Y). After conducting a simultaneous test (f-test), it can be concluded that the level of education and job training have a positive and significant effect on employee performance together. Multiple regression analysis was carried out aiming to find the effect of the independent variables on the dependent variable shown in the following table:

Table 5. t test result

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	16,779	4,343		3,863	.000
Total_X2	,122	,136	,154	,901	.037
Total_X1	,247	,146	,288	1,691	.023

a. Dependent Variable: Total_Y

Furthermore, to determine the degree of closeness between variable X and variable Y, a correlation analysis was carried out, while to determine the percentage level of the closeness of the independent variable to the dependent variable, the coefficient of determination was shown in the following table:

Table 6. Coefficient of determination test result

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the estimate
1	,576 ^a	,463	,110	2,122

a. Predictors: (constant), Total_X1, Total X2

b. Dependent Variable: Total_X1, Total X2

CONCLUSION

In this study, the level of education proved to make a significant contribution in influencing the performance of Mauve Hotel Palembang employees, but this research was contrary to previous research conducted by Gunawan & Riza (2019) with the title Effect of Education Level on Employee Performance PT. Indonesia Power Generation Unit Suralaya Cilegon Generating Unit, where the results of the study state that the level of education has no significant effect on employee performance, meaning that the employee education level variable does not affect employee performance. There is a significant positive effect between job training on the performance of Mauve Hotel Palembang employees. This is evidenced by the results of calculating the tcount of job training variables (X2) of $2.040 > t_{table} 2.021$, a significance value of 0.048 , providing evidence that providing job training can improve employee performance. The results of research by Nargis Lusya et al., (2018)

with the title *The Influence of Education and Training on Job Satisfaction and Its Impact on Employee Performance at PT. (Persero) PLN in Palembang*, states that the values of 1,875, 0,937 and 2,295 are the direct effect of training and education on employee performance. The effect of education level, job training on employee performance is shown from the results of the F test where the Fcount value is $36.678 > F_{table} 3.23$, with a significance level of less than 0.05 ($0.036 < 0.05$), providing evidence that simultaneously the level of education, training work has a significant effect on the performance of Mauve Hotel Palembang employees. The results of this study are also supported by the opinion of Hidayat, (2017) that employee performance factors include internal and external factors. Internal factors (dispositional) are related to a person's characteristics, such as a person's performance is good because someone has high abilities with a hard worker type, and someone has poor performance because the person has low abilities and there is no effort to improve his abilities. . The results of research from. Research results from Wiryawan & Rahmawati, (2020) reveal that the level of education has a significant effect on employee performance. Through testing the hypothesis, it was found that the null hypothesis was accepted which stated that there was no significant educational relationship between level and employee performance (Swastika et al., 2021).

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